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ABSTRACT

This manual (and an accompanying video) is a literacy audit tool to help adult education practitioners find out how their clients and staff rate their organization's success in meeting the literacy needs of clients. The manual also contains background information about literacy and suggestions on how to use the literacy audit to help an organization become more accessible. The manual has five sections. The first section explains what a literacy audit is and provides a rationale for doing an audit, along with listing potential barriers to using an audit. Section 2 explains how to do a literacy audit, how to score the audit, and how to keep track of the audit scores. In section 3, actions to take following the audit are described: interpreting the results, developing an action plan, and recognizing and reducing organizational barriers. The fourth section contains background information on literacy and handouts explaining various facets of literacy and literacy education. The final section contains 24 organizations active in literacy education in Canada and 17 references. A guide to the video, "Literacy Matters," and an order form also are included. (KC)

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